



ANNUAL REPORT 2021-2022

VIA LINK, Inc.

www.vialink.org

VIALINK
LISTENING • UNDERSTANDING • CONNECTING

A Letter from the President & CEO:

What a year it has been!

July 2021 began with us determined to emerge from our Covid hibernation and fully engage as an organization in our exciting strategic planning process, which was planned pre-Covid, then derailed.

We have had so much growth and business opportunities in the last 3 years that we knew it was important to hire a consultant and facilitator to not only help us through this process, but also be around for the implementation. In the Spring 2021 we hired Alan Brickman, who quickly got staff and board members organized and engaged in the process. We are now in the implementation phase and have a new organizational structure that has brought on some new positions for us, such as Vice Presidents, an HR Director, Executive Assistant to the CEO, 5 Program Managers, new Directors, and more Contact Center Specialists. It has been very rewarding to offer promotions from within the organization and now have a structure in place that offers upward mobility with careers at VIA LINK.



Did you catch that we now have Vice Presidents?! Clifton Harris is now our first Vice President of Information and Database Management Solutions. Clifton has been part of our HMIS work for the last 17 years. Our HMIS Department is no more, as it is now a Program within the newly formed Information and Database Management Solutions Department. This team is working with agencies that need database solutions, trainings, dashboards, resource mapping, and data quality oversight.

But wait, we have one more new Vice President! Victoria Schwandt is now Vice President of Contact Center Operations. Victoria has been with VIA LINK for eight years, managing the contact center through various roles. We have had tremendous growth under her leadership. Within her department we also have 5 new Program Coordinators! Be sure to see the Contact Center update in this report.

We have a Director of Outreach & Child Abuse Prevention, Sherrard Crespo. Within the next couple months, we should complete the process of bringing a Prevent Child Abuse Louisiana affiliate back to our state. Working with Sherrard is our new Outreach Program Coordinator, Tammy DiBartolo. Both are all over the state, speaking with groups, presenting at high schools, facilitating support groups and much more.

Shercole King, who has been part of the HMIS team for 10 years is now the Director of HMIS and Data Systems. Shercole has also been an integral part of the Advance Racial Equity Task Force through Unity of New Orleans.

Did I mention we were awarded the AIRS Disaster Preparedness Innovation Award and were Recognized for Exceptional Leadership to Advance Racial Equity?

Finally, 2022 brings us to an amazing milestone. It is the 50th year of VIA LINK as a 501c3 non-profit. We look forward to continuing to do great things for our community and state this year!

Thank you for your ongoing support and enjoy reading our Annual Report.

Sincerely,

LaVondra Dobbs
President & CEO



UNITY of Greater New Orleans presented VIA LINK an award at their annual meeting.
In Recognition of Exceptional Leadership to Advance Racial Equity.

Pictured are: LaWanda Smith, Chanell Robertson, Clifton Harris, LaVondra Dobbs, Helen Meridy, and Garrick Rattler.

Homeless Management Information System (HMIS)

Our HMIS team has had an exciting and diverse year!

We have worked with students in the University of New Orleans Master of Public Administration classes on HMIS Privacy to being speakers at conferences on the topics of data quality and more. The HMIS team took the lead in 2018 on the Continuum of Care Racial Equity Task Force and were instrumental in the development of a 3-part intensive Racial Equity Training session for individuals working within homeless programs. Each session had more than 100 participants. They are now working with C4 to develop racial equity intensive programming.

We are currently working with over 280 end-users and 130 programs. This fiscal year the HMIS team completed over 300 trainings!

We continued our work with the CARES ACT programs designated for Orleans and Jefferson Parishes. We engaged with 166 people in Jefferson and 457 in Orleans. We also worked with 357 people who were placed in hotels for Covid Vaccinations. Overall, we had 15,665 clients for the year including 2,025 children. Our Point in Time homeless number for 2022 was 1,214 people. Now, HMIS becomes a program of our new Information and Data Management Solutions Department (IDMS).

Our first IDMS project has started with St. Tammany Parish Government.



VIA LINK was awarded the Alliance for Information and Resource Systems (AIRS) Disaster Preparedness Innovation Award, for the interactive map and resource tools we created for Hurricane IDA recovery. Pictured are Deanna Lainez, Kara Glavin, Andrew Holbein, and Cora Dillworth.

Resource Department

Our Resource Department maintained a 100% rate of resources being updated within the past twelve months, exceeding AIRS requirements and representing a major improvement in database maintenance from years past.

VIA LINK launched our Referral & Care Coordination program through the Louisiana 211 network's contract with the Department of Children and Family Services (DCFS) and their No Wrong Door initiative. What does a 211 Referral and Care Coordinator do? The Louisiana 211 Referral and Care Coordinator at VIA LINK provides direct client services by delivering on aligned, high quality 211 referral and care coordination services, leveraging technology and "people powered" processes. This staff leader will focus on serving clients within a specified region as part of a statewide network team. The coordinator is trained and equipped to provide "closed-loop" referral and care coordination services.

We built several dashboards through projects with other organizations, including some for Housing NOLA, United Way World Wide's Public Health Grant, LSU, United Way of Southeast Louisiana Crime & Resource Mapping, and several dashboards for the Louisiana 211 network.

Another highlight of our year has been partnering with the University of New Orleans for analysis of our data work and writing a paper for publication titled "Assessment of Community Needs, based on VIA LINK's call data from 2010 - 2022." Release date coming soon!

Contact Center

Year In Review July'21-June'22

Contact Center Data:

- Text line Volume
 - 66,209 text messages were handled
 - 2,569 text visitors
- Chat line Volume
 - 11,357 chat messages were handled
 - 762 chat visitors
- Calls Handled
 - over 85,257 calls were answered by a live agent
- Follow-Up Calls completed from July 2021 - May 2022 = 5,167

Lines Answered by VIA LINK:

VIA LINK's contact center answers:

- 18 phone helplines
- 7 chat lines
- 5 text lines

Contact Center Staff:

Our contact center consists of:

- 9 On-Call Supervisors
 - 5 Contact Center Specialist were promoted to On Call Supervisors/Program Managers: Christopher Hicks, Marc Rojo, Pam Pittman, Kira Lindeman, and Connor Garrett
- 1 PT Contact Center Assistant
- 33 Contact Center Specialists (14 F/T & 19 P/T)
- 5 F/T new Contact Center Specialist Trainees
- 1 Volunteer
 - this is a 22.5% increase in staff from last year

Highlights/Expansion:

- This year we had four New Hire trainings classes.
- We just wrapped up our COVID and Hurricane IDA contracts with the state.
- Launched the AgriStress helpline for Farmers and Ranchers nationally in March 2022 and the AgriStress text line launched May 1.
- HearMe crisis line launched and HearMe chatline launched in June 2022
- Working with the Office of Behavioral Health in preparation of the 988 LIFELINE launch on July 16, 2022

VIA LINK, INC.
STATEMENTS OF FINANCIAL POSITION
JUNE 30, 2021 AND 2020

ASSETS

	<u>2021</u>	<u>2020</u>
<u>CURRENT ASSETS:</u>		
Cash and cash equivalents	\$ 1,349,385	\$ 380,430
Unconditional promises to give - United Way allocation and designations	106,600	106,935
Grants and contracts receivable	552,823	648,413
Prepaid expenses	<u>21,949</u>	<u>22,365</u>
Total current assets	<u>2,030,757</u>	<u>1,158,143</u>
<u>PROPERTY AND EQUIPMENT:</u>		
Furniture and fixtures	42,198	42,198
Leasehold improvements	117,584	117,584
Less: accumulated depreciation	<u>(48,367)</u>	<u>(34,260)</u>
Total property and equipment	<u>111,415</u>	<u>125,522</u>
<u>OTHER ASSETS:</u>		
Deposits	<u>5,515</u>	<u>5,515</u>
Total assets	\$ <u>2,147,687</u>	\$ <u>1,289,180</u>

LIABILITIES AND NET ASSETS

<u>CURRENT LIABILITIES:</u>		
Accounts payable	\$ 11,528	\$ 1,458
Accrued payroll	47,088	43,333
Compensated absences	49,136	38,318
Note payable	-	114,809
Line of credit	<u>-</u>	<u>57</u>
Total current liabilities	<u>107,752</u>	<u>197,975</u>
<u>NOTE PAYABLE - NONCURRENT:</u>		
	<u>-</u>	<u>144,591</u>
Total liabilities	<u>107,752</u>	<u>342,566</u>
<u>NET ASSETS:</u>		
Without donor restriction:		
Undesignated	1,858,335	764,679
Board designated	<u>75,000</u>	<u>75,000</u>
Total net assets without donor restrictions	<u>1,933,335</u>	<u>839,679</u>
With donor restrictions	<u>106,600</u>	<u>106,935</u>
Total net assets	<u>2,039,935</u>	<u>946,614</u>
Total liabilities and net assets	\$ <u>2,147,687</u>	\$ <u>1,289,180</u>

Milestone Anniversaries

5 Years

Susan Catalanotto
Michael Veal
LaWanda Smith

10 Years

Roxie Arnold
Shecole King

15 Years

Danielle Coughlin Ougel

2021 - 2022 Board of Directors

Jennifer Comeaux, President

Sarah Louise Ham, Vice President

Beverly Gariepy, Treasurer

John Girault, Secretary

Bill Kearney, Past Board President

Cavahna Berry

Aaron Greenbaum

Nancy Kirkeby

Trilby Lenfant

Nancy Livaudais

Rev. Gordon Taylor

Kay Wilkins

In Memory of
Cora Dillworth Chambers
who left this earth much too soon and is greatly missed.
April 24, 2022

